

TENNESSEE DEPARTMENT OF FINANCE AND ADMINISTRATION
IT Manager Sr. supporting ServiceNow

Job Summary: Reports to the Director for Special Projects within Strategic Technology Solutions, is responsible for leading a team of IT professionals who will focus on supporting the State's ServiceNow ITSM system.

Responsibilities:

- Assist in providing direction and assigning priorities to the ServiceNow team.
- Maintain and promote effective customer service relationships with users, business owners, vendors and agency leadership to inform them of services offered by ServiceNow.
- Provide consultation and recommendations to state agencies by identifying their technology challenges and explore how ServiceNow can meet their business needs.
- Oversee and make recommendations based on ServiceNow capabilities, trends impacting cost, schedules and quality across the enterprise and statewide.
- Develop and align strategies based on performance metrics and business requirements for ServiceNow.
- Manage customer expectations and negotiate solutions to complex problems with customers and vendors as it relates to ServiceNow.
- Develop objectives for assigned team to measure and improve organizational efficiency and performance.
- Determine appropriate allocation of budgeted funds within functional area to ensure that highest priority projects have sufficient monetary resources.
- Review and approve staffing, cost, revenue and timelines needed to complete projects to meet the strategic plan of the organization.
- Review and prioritize distribution of resource allocation to ensure alignment with state-wide goals and vision.
- Review and approve enhancement requests for ServiceNow.
- Evaluate existing workforce against current and future service offerings.
- Oversee and direct the IT operational environment for ServiceNow through subordinates, key performance indicators, service level agreements, and other indicators to identify trends and proactively anticipate problems.
- Develop process improvement suggestions to streamline workflow and improve process cycle times and accuracy.
- Sell benefits, internal initiatives, and process changes to employees and business partners to facilitate adoption and enhance investment.
- Make strategic recommendations to executive management.
- Develop and maintain individual performance plans to evaluate team member's performance and adhere to the State's performance evaluation policies.
- Communicate status of responsibilities with management, peers, subordinates and customers via verbal and written mediums.

Minimum Qualifications: Bachelor's degree in an IT or Business related field. Relevant professional information technology experience may be substituted for the required degree.

- Five years of experience managing large and complex IT systems such as ServiceNow, Remedy or an ITSM product.
- Two years of managerial experience.
- Excellent interpersonal, written, and verbal communication skills.
- Excellent time management, organization, and prioritization skills.

Preferred Qualifications:

- Prior ITSM management experience is a plus.
- Prior state government experience is a plus.

Knowledge, Skills, Abilities, Competencies:

- Decision Quality
- Problem Solving
- Developing Direct Reports and Others
- Directing Others
- Conflict Management

TENNESSEE DEPARTMENT OF FINANCE AND ADMINISTRATION
IT Manager Sr. supporting ServiceNow

- Hiring and Staffing
- Drive for Results
- Organizational Agility
- Building Effective Teams
- Motivating Others

The State of TN is an Equal Opportunity Employer.

Resumes should be submitted via email to EIT.Resumes@tn.gov

Pursuant to the State of Tennessee's Workplace Discrimination and Harassment policy, the State is firmly committed to the principle of fair and equal employment opportunities for its citizens and strives to protect the rights and opportunities of all people to seek, obtain, and hold employment without being subjected to illegal discrimination and harassment in the workplace. It is the State's policy to provide an environment free of discrimination and harassment of an individual because of that person's race, color, national origin, age (40 and over), sex, pregnancy, religion, creed, disability, veteran's status or any other category protected by state and/or federal civil rights laws.